

DEPARTMENT OF WORKFORCE
DEVELOPMENT
Secretary Roberta Gassman
201 East Washington Avenue
P.O. Box 7946
Madison, WI 53707-7946
Telephone: (608) 266-7552
FAX: (608) 266-1784
www.dwd.state.wi.us



**State of Wisconsin
Governor Jim Doyle**

DEPARTMENT OF HEALTH AND
FAMILY SERVICES
Secretary Helene Nelson
1 West Wilson Street
P.O. Box 7850
Madison, WI 53707-7850
Telephone: (608) 266-9622
FAX: (608) 266-7882
www.dhfs.wisconsin.gov

**TO: W-2 Agencies
Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff
Workforce Development Boards
Job Center Leads and Managers
Training Staff
Child Care Coordinators**

FROM: Janice Peters, Director
Bureau of Wisconsin Works
Division of Workforce Solutions

DWS OPERATIONS MEMO

No: 06-39

DATE: 08/14/2006

FS	<input type="checkbox"/>	MA	<input type="checkbox"/>	SC	<input type="checkbox"/>
CTS	<input type="checkbox"/>	CC	<input type="checkbox"/>	W-2	<input checked="" type="checkbox"/>
FSET	<input type="checkbox"/>	EA	<input type="checkbox"/>	CF	<input type="checkbox"/>
JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>	RAP	<input type="checkbox"/>
WIA	<input type="checkbox"/>	Other	EP	<input type="checkbox"/>	★

PRIORITY: HIGH

SUBJECT: W-2 Fact Finding Monitoring

CROSS REFERENCE: Wisconsin Works Manual, Chapter 19, Fact Finding
Operation Memos 99-66, 02-27

EFFECTIVE DATE: September 1, 2006

PURPOSE

This Operations Memo introduces a change to how Wisconsin Works (W-2) Agencies are to track, document and share W-2 Fact Finding review decisions with the Department of Workforce Development (DWD). It also introduces new Web Intelligence (WEBI) reports for agencies use in monitoring Fact Finding.

BACKGROUND

Currently, each W-2 Agency submits a monthly report of participants' Fact Finding requests and dispositions to DWD regional offices. W-2 Agencies will no longer need to submit their monthly Fact Finding reports to DWD regional offices. The Division of Workforce Solutions (DWS) is creating a new CARES screen that will allow W-2 agencies to enter Fact Finding data directly.

NEW FACT FINDING REPORTING PROCEDURES

Effective September 1, 2006, W-2 agencies will no longer be required to send paper or electronic records of their monthly Fact Finding review decisions to DWD regional offices. Agencies will be required to maintain copies of their Fact Finding notices, supporting documentation and written hearing decisions in the electronic case file according to policy, and must have these documents available upon request of the Department.

Effective September 5th, 2006 a new Fact Finding CARES screen (WPFF) will be available in the Work Programs subsystem to local agencies for data entry. Between August 1st and the date the new screen is available, local agencies will have to keep their Fact Finding review paper records until the Fact Finding screen is available. Once the new screen is activated, local W-2 agency staff will enter all Fact Finding requests, pre-review dispositions and Fact Finding decisions on the new screen. As Fact Finding requests come in on an ongoing basis, local agencies will be responsible for entering and maintaining the data.

The new CARES screen will make the Fact Finding reporting process much more manageable by assuring that all W-2 agencies use the same reason codes for Fact Finding events and actions. The new data collection screen will standardize the information collected, which will assist with analysis of the Fact Finding decisions.

CARES SCREEN WPFF - PROCESS OVERVIEW

Screen WPFF will be used by local W-2 agency staff to track Fact Finding requests.

WPFF		FACT FINDING		07/20/06 12:56	
				XCT545 M WELCH	
PIN: 5100662697		ELIG OFFICE: _____	CTY/TRIBE: _____		
NAME: SARAH		WHEELER			
DC: ____	SEQ NUM: _____	UPDATED DT: _____		LAST UPDATED BY: _____	
FACT FINDING REQUEST DT: ____ _		SCHEDULED REVIEW DT: ____ _			
REASON FOR REQUEST: _____		_____			
_____		_____			
PRE-REVIEW DISPOSITION: ____		REVIEW HELD DT: ____ _			
DECISION DT: ____ _		DECISION FAVORS: ____		DT AGENCY COMPLIED: ____ _	
REVIEW ATTENDEES: _ PART _ W2 STAFF _ L.A.W. _ OTHER LGL REP _ NON-LGL REP					
COMMENTS: _____					

PF13 UPDATE MODE					
NEXT TRAN: _____		PARMS: 5100662697/A_____			

There are three different ways to access WPFF by using the PIN in the parms, 1) PIN/A, 2) PIN/OFFICE, and 3) PIN.

1) **PIN/A** will bring up a blank WPFF in **add** mode. Use this parm to enter a new request for a Fact Finding.

2) **PIN/OFFICE** will bring up all current updatable sequences of WPFF that are attached to the office number entered. A participant may have pending Fact Findings in more than one office and more than one pending Fact Finding at the same time. Using this parameter will not bring up any historical, closed or deleted sequences. The worker must have access to the Eligibility Office entered in the parm in order to use this query.

3) **PIN** will bring up all sequences of WPFF in query mode. Query by PIN displays all historical sequences, closed sequences, and AE deleted sequences. When using PIN in the parameter, the PF13 key can be used to switch the displayed sequence to update mode. This can only be done if the sequence has been updated within the last 60 days and is not AE deleted.

A sequence is considered closed (and no longer updatable) if, 1) it is AE-deleted or contains converted (historical) data, 2) the Date Agency Complied field is completed, or 3) the Pre-Review Disposition field is completed. A closed sequence that is not AE deleted can be switched to update mode and accept entries up to 60 days after the date in the Updated Date field, which is displayed near the top of the screen. Use the PF13 key to change the queried sequence into update mode.

HISTORICAL FACT FINDING INFORMATION CONVERTED TO WPFF

DWS has manually tracked all Fact Finding requests. Local W-2 agencies submitted Fact Finding information on paper forms to their Regional Office, who then sent the information on to the Bureau of Wisconsin Works (BW-2). Over the years, staff in BW-2 has entered this information on a spreadsheet. The information contained in this spreadsheet has been converted to the new WPFF screen and displays as historical information.

WPFF will display the codes 'CC' (Child Care) or 'OT' (Other) in the Reason for Request field for historical Fact Finding records that were converted from the spreadsheet. The conversion records with codes ('CC' and 'OT') can not be updated by using PF13. In addition, these codes can not be used or entered as reason codes by local agency staff.

TRAINING

Training on the new Fact Finding screen, WPFF, will be provided for agency staff. The training, which will be via WisLine Web, will be offered in two sessions. The first training is scheduled for Tuesday, August 15, 2006, from 10:00 AM till Noon. A second session is scheduled for Wednesday, August 16, 2006 from 1:00 PM till 3:00 PM. The training will include an opportunity for agency staff to ask questions about the WPFF screen. WisLine Web will allow agency staff to remain in their agencies and participate in the training via conference call and Internet connection.

Agency staffs who are interested in being a part of this training are encouraged to sign up by going to the DWD/DHFS Learning Center at www.uwosh.edu/ccdet/wss and registering online.

To register for the Fact Finding training online agency staff will need to do the following:

1. Type www.uwosh.edu/ccdet/wss. This address will take you to the DWD/DHFS Learning Center.
2. Select Training Catalogue

3. Select DWD/TANF/WIA. This will bring up the search screen.
4. Type "WPFF" in the keyboard search and it will bring up the Fact Finding course.

NEW MONITORING REPORTS IN WEBI

Agencies will also have access to new Fact Finding Monitoring reports in WEBI. These new monitoring reports will allow agencies to compare Fact Finding decisions over time. This will help agencies discern the type of issues that trigger requests for Fact Finding reviews.

The new monitoring reports will also be used by W-2 agencies and Regional Office staff to locate Fact Finding reviews and completions that are not entered in CARES.

TYPES OF MONITORING REPORTS ON WEBI

An advantage in moving the way agencies report their monthly W-2 Fact Finding information from paper files sent to DWD Regional Offices to CARES is the development of multiple monitoring reports that allow agencies and DWD to monitor different aspects of the Fact Finding process. DWD has created reports on WEBI to be used for the effective monitoring of Fact Finding activities.

WHERE TO FIND FACT FINDING MONITORING REPORTS

The Fact Finding monitoring reports are available on Webi and can be accessed by going into Corporate Documents and opening the folder labeled **Monitoring Reports W-2 and FSET**.

The monitoring reports are divided as follows:

Fact Finding Report # 11

This report provides a summary of total monthly Fact Finding reviews by DWS regions.

Fact Finding Report #12 – Fact Finding Summary Report by Reason

This report gives the reasons why participants have requested Fact Finding. The report is arranged by regions and by W-2 agencies within a specific region.

Fact Finding Report #13 – Fact Finding Report by Request Month and Office

This report provides summary breakdown information by W-2 agencies of the number of Fact Finding requests made in a specific month and the sum of Fact Finding requests for that month. Fact Finding request made in December 1999 will appear in the "Request Month" column of this report as "1999-12".

Fact Finding Report #14 – Fact Finding Detail Report

This report is a detailed report regarding requests for Fact Findings. The report provides the names of W-2 participants who requested for Fact Finding for that month, their PINS, reasons for requesting Fact Finding, the date that Fact Finding was requested, the date of Fact Finding review, and the number of days that elapsed between the Fact Finding request and when a Fact Finding decision was issued. This report identifies whether the Fact Finding decision is in favor of the W-2 agency or the participant and tells us the number of days between the issuance of the decision and agency compliance with Fact Finding decision.

Fact Finding Report #15 – Incomplete Fact Finding Summary Report

This report tells us by request month and by request year the number of Fact Findings that have not been completed. That is Fact Findings for which a request for Fact Finding has been made but no Fact Finding review was held or a Fact Finding decision made.

Fact Finding Report #16 – Incomplete Fact Finding Detailed Report

This is a more detailed report than is provided in Fact Finding Report #15 above. This report provides the name, PIN and the W-2 agency for each Fact Finding, including the reasons for seeking Fact Finding and the ID of the worker who entered the Fact Finding information in CARES.

Fact Finding Report # 17 – Fact Finding Reviews Out of Compliance Summary Report

This report gives us the number of agencies per request month that are not in compliance with the requirements that Fact Finding hearings or reviews must be scheduled within five (5) days of the request date.

Fact Finding Report # 18 – Fact Findings Reviews Out of Compliance Detailed Report

This is a detailed report of Summary report #17 and it expands on the information provided in the summary report. For example in this report we have explicit information of the number of days per each Fact Finding review that is out of compliance with the required number of days (5) between when a request for Fact Finding is made and when the Fact Finding review is scheduled.

Fact Finding Report # 19 – Fact Finding Reviews Out of Compliance Summary Report

This report provides a snapshot of the total number of statewide Fact Findings per current month that are out of compliance.

Fact Findings Report # 20 – Fact Findings Out of Compliance Detailed Report

This is a more detailed report of the summary report #19 above. The report provides information on the number of days that had lapsed between the Fact Finding decision date and the date that the agency complied with the Fact Finding decision.

REQUIRED ACTION

To ensure that Fact Finding information is kept up to date, agencies must also do the following:

1. Complete entries to the Fact Finding screen no later than the 10th day of each month for all Fact Findings requested or completed in the prior month. Best practice would be to enter Fact Finding requests and dispositions as they come in. W-2 agencies may want to assign particular staff to do the data entry and tracking of the requests in CARES.
2. Agencies can make updates to the WPFF screen up to **60 days** after the last updated date on the screen. This was done to allow agencies to edit their records when necessary.
3. W-2 agency staff must enter the compliance date on a timely basis for Fact Finding decisions that favor the participant.

CONTACTS

For Policy Related Questions: BW-2 Regional Office

FOR CARES Processing Questions: BHCE CARES Information & Problem Resolution

★Program Categories – FS – FoodShare, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC – Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DWD/DWS/B-W2/AE